

### INTRODUCTORY COMMENTS

Please amend claims 1, 3, 4, and 13-15; cancel claims 8-12 without prejudice to consideration in a continuing application; and add claims 18-21 as reflected in the following claim listing.

1. (Currently Amended) A method, comprising:

receiving an interaction input from a caller seeking information;

storing said interaction input within a queue;

determining an availability of at least one agent to provide said information to said caller;

and

operating an interactive voice response unit to ~~provide prompt~~ said caller ~~with access to~~  
provide a selection input corresponding to said information only if said at least one agent is  
unavailable to provide said information.

2. (Original) The method of claim 1 wherein said interaction input is a telephone call.

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3. (Currently Amended) The method of claim 1 wherein said interaction input is a chat call  
originating from a computer.

p 4. (Currently Amended) The method of claim 1 ~~wherein said interactive voice response unit~~  
~~provides at least one menu to said caller when said at least one agent is unavailable to provide~~  
~~said information~~ wherein said operating includes providing a first menu to said caller with said  
interactive voice response unit, said first menu being responsive to said selection input to provide  
a second menu to said caller corresponding to said information.

5. (Original) The method of claim 1 wherein said interaction input is continually stored within said queue while said at least one agent is unavailable to provide said information.

6. (Original) The method of claim 1 further comprising:

deactivating said interactive voice response unit in response to a first agent of said at least one agent becoming available to provide said information.

7. (Original) The method of claim 1 further comprising:

deactivating said interactive voice response unit in response to a termination of said reception of said interaction input.

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Claims 8-12. (Cancelled).

13. (Currently Amended) A ~~system telephony server~~, comprising: a telephony server, including an ACD defining a queue operable to determine an availability of at least one agent to provide information to a caller in response to an interaction input from said caller; and an interactive voice response unit operable to provide prompt said caller with access to provide a selection input corresponding to said information only if said queue determines said at least one agent is unavailable to provide said information, said ACD and said interactive voice response unit being integrated together within said telephony server.

14. (Currently Amended) The ~~telephony server~~ system of claim 13 ~~wherein said interactive voice response unit is operable to provide at least one menu to said caller when said at least one agent is unavailable to provide said information to said caller~~ wherein said interactive voice response unit is operable to provide a first menu, said first menu being responsive to said selection input to provide a second menu corresponding to said information.

15. (Currently Amended) The ~~telephony server~~ system of claim 13 wherein said a queue is further operable to store said interaction input while said interactive voice response unit is providing said caller with access to said information.

16. (Original) The system of claim 13 wherein said interaction input is a telephone call.

As 17. (Original) The system of claim 13 wherein said interaction input is a chat call.

18. (New) A method, comprising:

<sup>70</sup>  
receiving an interaction input from a caller seeking information;

<sup>72</sup>  
storing the interaction input within a queue;

<sup>76</sup>  
determining unavailability of several agents to communicate with the caller before

prompting the caller with a first menu of an interactive voice response unit to provide an input to select the information; and

responding to the input by providing the caller a second menu of the interactive voice response unit, the second menu corresponding to the information.

19. (New) The method of claim 18, wherein the queue is of an ACD type, and the queue and the interactive voice response unit are integrated together within a telephony server.

20. (New) The method of claim 18, which includes connecting the caller to one of the agents when the one of the agents becomes available to provide the information.

21. (New) The method of claim 18, which includes providing the caller the information with the interactive voice response unit.

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